

LESBIAN AND GAY FRIENDS

of

CONCORDIA

U S E R ' S

M A N U A L

LESBIAN AND GAY FRIENDS OF CONCORDIA  
USER'S MANUAL  
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## 1- INTRODUCTION

This User's Manual is designed simply to help anyone at LGFC to understand how the group functions. There are no "great secrets". There are, however, many things which must be remembered before trying to book rooms, order supplies, advertise, requisition money, etc.

Each section will be further broken down into subsequent sections: LGFC and CUSA will deal with the relationship between LGFC and CUSA. There will be short descriptions of the various portfolios of the executives there in order to make your dealings with CUSA more efficient. LGFC and the UNIVERSITY will describe various departments which could be of some use to you. OPERATIONAL DETAILS will deal with the inner workings of the group and will explain how to do things: the budget is described and processes such as requisitioning and ordering things are touched upon.

COFFEEHOUSES-DANCES will deal with most of the aspects related to putting one of these events on. THURSDAY MEETINGS will be described next- various behind-the-scenes aspects will be listed. HELPFUL PEOPLE AROUND THE UNIVERSITY will list LGFC's contacts within the University as well as some departments which will be of direct use to LGFC in everyday affairs.

All of this will be followed by a MAILING LIST which can be used when LGFC is mailing out press releases or other mass-distribution items.

## **2** LGFC and CUSA

Simply put, CUSA is the parent organisation of LGFC. CUSA provides funding, office space, direct access to various University services such as Physical Plant (which is responsible for maintaining buildings: they do repairs, painting, etcetera), Housekeeping Services (cleaning)- on and on. But all of these things will be described later.

There are a number of executive portfolios: CO-PRESIDENTS, COMMUNICATIONS V.P., EDUCATION V.P., EXTERNAL V.P., FINANCE V.P., PROGRAMMING V.P., SERVICES V.P., STUDENT LIFE V.P. There is also the LIAISON COMMITTEE, which serves as a direct interface between LGFC and CUSA.

The Co-Presidents are in constant contact with all of the V.P.'s and, if one of the V.P.'s is unavailable, a Co-President should be able to help you. Remember, they are basically the Presidents of CUSA, and that means that they are in positions of authority. Out of the V.P.'s, the only ones you will really deal with are the FINANCE V.P. and the PROGRAMMING V.P.

The Finance Vice-President is the person who has direct access to your budget- in effect, your budget is controlled by this person. Normally, LGFC's autonomy is complete- day to day expenditures do not have to be okayed by the Finance V.P. But if you need to do a supplementary budget request for, say, an event which you did not allow for in your regular budget proposal, it is up to this person to determine if the money can be allotted. The procedures for preparing and maintaining a budget will be described in the OPERATIONAL DETAILS section.

The Programming V.P.'s portfolio is easier to describe- this person is in charge of "programming" CUSA's various events. It may be a good idea to set up contact with the Programming V.P. so you can ask if he/she has any contacts (guest speakers or films) which LGFC can use. Also, you can share some of YOUR programming knowledge with the Programming V.P., helping CUSA's programming balance.

The LIAISON Committee is there to help you deal with CUSA if any problems arise. They are there to help you deal with other groups should an outside mediating presence be required. They want to keep track of the group's progress, and if there are problems, they will probably be able to help you find ways of overcoming obstacles. In all, the function of the committee is best described by its name: LIAISON.

CUSA's office staff is also there to help you. The COMPTROLLER works in conjunction with the Finance V.P.- once you have a go-ahead from the Finance V.P. for whatever project you are working on, the Comptroller is the one who handles the actual execution of various transactions. If you have completed a requisition form properly, (see the section describing Requisition Forms) it goes to the Comptroller or the Comptroller's Assistant. When you have to pick up a cheque or purchase order, or if you have any questions regarding the mechanical details of running a budget, this is the person to

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see.

The CUSA Secretary will help you order office supplies, book rooms over which CUSA has jurisdiction, and send items by courier. Also, for long-distance telephone calls, you must see the secretary- this type of telephone call cannot be made over the office telephone. In any case- don't be afraid to ask questions!

There are a couple of satellite organisations with which you may have to deal from time to time: the JUDICIAL BOARD and the Board of DIRECTORS.

The Judicial Board handles matters such as Club Constitutions, Elections and other "official" matters. For constitutional matters, just contact the Chairperson of the Jud. Bd. and again, ask questions. The Judicial Board will give you pointers regarding the method of changing items in the LGFC Constitution. When the time comes to elect a new co-ordinator for the group, the Judicial Board will require certain things of you- there are forms pertaining to elections which must be completed. When an election is taking place, they require details as to the date and time so they can send a representative to observe the proceedings. Without all of the proper details covered, an election can be annuled should a dispute arise. Elections can only happen, according to regulations, during a specific time each spring. So it is up to you to watch for memoranda from the Judicial Board regarding these issues. Should some serious dispute between members of LGFC or between LGFC and an outside entity (such as another club) arise, the Judicial Board will serve as a mediating presence, passing judgements if necessary.

The Board of DIRECTORS is exactly what the name implies- a body which directs CUSA and its policies, decision-making. It is made up of students from all faculties who have been elected to a seat. Normally, LGFC does not need to deal with the Board of DIRECTORS. But if LGFC finds that a specific endorsement by CUSA is needed, or if LGFC wants to make an extraordinary proposal on constitutional grounds or some others, this is the body which will be officiating.

So remember, see LIAISON first, and if need be, see the JUDICIAL BOARD second, and if warranted, the Board of DIRECTORS after the possibilities of the other two have been exhausted.

CUSA offers PRINTING services through its own printshop, CUSAPRINT. They do very high quality work for minimal costs. All of LGFC's posters have been done there in the past, as well as the LGFC letterhead and envelope. There are many formats offered, many different paper stocks, inks, and accessory services. To find out more about what is offered, just contact them.

(Typesetting for posters can be done at PHOTOCOMP RB, on the corner of St. Catherine and Mackay. Their services have been used many times in the past. However, since typesetting is invariably expensive (minimum \$25.00 per job), it is recommended that typesetting only be used for special posters such as those for Dances and other "big events". For smaller posters such as coffeehouse posters or a Thursday Meeting poster, clear hand-drawn script or Letrasetts can be used.)

### 3- LGFC AND THE UNIVERSITY

LGFC's relationship with the University Administration is not nearly as close as the relationship with CUSA. There are, however, certain channels which must be followed. Most of these will be described in better detail in the OPERATIONAL DETAILS section, but here is a brief outline:

DEAN OF STUDENTS: Through this office you book the Cafeteria for dances, and fill out requests for Liquor Permits.

CONFERENCE AND INFORMATION CENTRE: Bookings for space elsewhere within the University such as FA-202, the room where Cafe Concordia is held, if a classroom is needed for a lecture, also, bookings for the Mezzanine. See the Front Desk people if you have any questions.

AUDIO-VISUAL DEPARTMENT: You can book a wide variety of things for LGFC use. They have a small viewing room (H-421) which can seat about 20 people. There you can show films, videos, slides, etc. They also offer other services aligned with audio-visual matters (video/sound services, etc.). AVISTA is a related department- they offer a wide range of production and post-production services in different formats of both audio tape and videotape. They have facilities which enable you to make slides directly from printed materials- all in all, there are many, many things offered by A.V. and AVISTA which can be of immense help to LGFC's activities.

COPY CENTRE: Through the University's COPY CENTRE you can do large-scale xeroxing and offset printing. Take note, however, that MOST of LGFC's copying and printing is done through CUSA's printshop, CUSAPRINT. CUSAPRINT offers much cheaper rates than the COPY CENTRE, but in emergencies, this service should not be overlooked.

PHYSICAL PLANT: This department takes care of all the buildings of the University. Should the group require any repairs in the office, call Physical Plant. First find out if there will be any cost involved, and consult with the Comptroller if there is.

TELESIS: This department controls all telephones at Concordia. Should the phone malfunction, this department should be notified, and they will take care of the situation from their end.

SECURITY: Obvious! In the event of a break-in or vandalism, notify the Security Department (and CUSA) at once. They will help you make the required reports.

SAGA FOODS: This is the company which runs the food service at the Cafeteria in the Hall Building. Basically, they are a clearing house for food, beverages, alcohol, and related items. From them you will be ordering all of the supplies for LGFC dances, and the occasional Wine Cheese party. But these things will be dealt with in more detail in the section on Dances.

PHONE NUMBERS:

Dean of Students.....	848-3519	(Secretary)
Conference and Information Centre...	848-3838	(Front Desk)
Audio-Visual Department.....	848-3444	(Bookings)
	..... " -3438	(Depot)
	..... " -3446	(Avista)
Copy Centre.....	848-3483	
Physical Plant.....	848-3750	
Security.....	848-3712	(Front Desk)
	..... " -3717	(Security Office)
SAGA Foods.....	848-3640	(Secretary)

N.B.: Since all of these numbers are Concordia University numbers, you need only dial the last 4 digits. From outside the university, you must dial the whole number.

#### 4- OPERATIONAL DETAILS

This section will be broken down into subsections- different aspects of LGFC's day to day procedures and tools will be described, as well as related to each other. These sections are as follows:

1- The BUDGET

2- Signing OFFICERS

3- Requisition FORMS

4- POSTAGE, MAIL, Low-Volume PHOTOCOPYING

5- The OFFICE

6- ADVERTISING (Internal/External)

7- Collective Meetings

8- LGFC's RESPONSIBILITIES (Community Participation)



## Operational Details:

### 1- THE BUDGET

Every student association at Concordia which operates under CUSA has an operating budget. As things go, LGFC has a fairly large operating budget, larger than most of the other special interest groups.

But this budget is not granted automatically. Each year, members of LGFC must prepare, after envisioning the next year's activities, a detailed projection of what everything will cost. The budget proposal must be broken down categorically, listing all the projected costs and revenues. This proposal must then be presented to the FINANCE COMMITTEE (or, "FinCom"), which is made up of several CUSA executives, including the Finance V.P. and at least 1 Co-President. At this presentation, you will be expected to justify your funding requests. They want to know how much money you need, why you want it, and they want you to convince them that you should have it.

This may sound intimidating, but remember- forewarned is forearmed: if you prepare an impressive and detailed budget request and back up everything you say, your chances of receiving your entire proposal are good. Several things may hinder your chances, though, which don't really have that much to do with your level of preparation: CUSA (as well as the rest of the University) is under a good deal of financial pressure, and money does not flow as easily as it has in the past. The general climate is one of austerity and caution. This is a good reason to present a well-thought-out request: if they are confident that you can maintain a good budgeting system, and take care of balancing your expenditures vs. profits (i.e., money from Dances), you should have few if any problems.

### Budget Preparation

Long before you need to think about actually presenting a budget request, planning should begin. At collective meetings, coming budget concerns should be discussed: figure out what the coming activities will be, set up a task force or two to look into all of the money details, and present everything to the Coordinator, who will then take care of synthesizing a budget request from all the material which has been amassed.

All of LGFC's old budgets are on file and can be used as reference material- costs really haven't changed that much over the past while, so you should be able to draw some fairly accurate information from these files.

Things are broken down into 3 major areas now: EDUCATIONAL/POLITICAL, ADMINISTRATIVE, and SOCIAL. These are in their order of importance. Money can be re-allocated in an upward direction only (i.e. from Administrative to Educational).

EDUCATIONAL/POLITICAL takes in things like Honorariums for guest speakers, funding for production of educational pamphlets, Audio-Visual expenses (film + equipment rentals, etc.),

subscriptions to any GROUPS or ORGANISATIONS which LGFC is or wants to be a member of, or special events like a Lesbian and Gay Awareness Week (should you decide to have one). Check over the old budgets and don't be afraid to re-run old programs. Also, be creative! Think about new projects which LGFC could run, and do some planning and cost estimation.

ADMINISTRATIVE covers all day-to-day expenses of LGFC: Office supplies, subscriptions to publications, printing costs, postage costs, long distance telephone call costs, use of the Lacolle Centre (rental, plus transportation), special purchases for the office (bulletin boards etc.). Again, check the old budgets, and try to think of new administrative areas which could be covered in a new budget proposal.

The above items are all straight expenses. In other words, there is no return expected. This is where the SOCIAL category differs from the other two. In this category fall DANCES and COFFEEHOUSES, and Wine and Cheese events.

LGFC is expected to return all of the "seed money" for these events, plus a profit. The margin of profit can be small, however, it must be there. It is never a bad idea to try and make some extra cash through these events, because it can then be re-allocated into the other categories, allowing LGFC to expand some other areas effectively.

Keep in mind that most profits will be made through DANCES. Coffeehouses and Wine and Cheese events are difficult in terms of making money- traditionally, coffeehouses have always been "free of charge" to those who attend them. So, the costs should be absorbed by Dance profits where possible. Wine and Cheese events should have some sort of admission charge, plus some kind of charge for consumption. W and C's won't make a pile of cash, but you should try anyway. Even if money is lost, try to recoup some of it.

The section on DANCES will describe how to break down the costs of all of these events.

The Finance V.P. will send out notices of upcoming budget proposals- the period for doing this is in late May/early June of each year, to plan for the summer and the coming University year.

LGFC will receive information on deadlines, as well as a mock-up of a budget to aid you in preparing your request. They will give you pointers about the system (if it has changed). Also, don't be afraid to ask questions should you need to know more about budgeting.

LGFC will receives monthly budget statements which list all of the previous month's expenditures, as well as a listing of all cheques made out to people for various items, interactions with companies, etcetera. So, all of LGFC's expenses can be easily kept on file for future reference.

## Operational Details

### 2- Signing OFFICERS

To execute any kind of requisition, 2 of the 3 LGFC signing officers must contribute their signatures to whatever form is being used (see section on REQUISITION FORMS).

The Coordinator MUST be a signing officer. The other two can be regular members of the group. To become a signing officer, the coordinator will interview those who are interested in holding this position. The coordinator will then notify (through use of standard CUSA forms related to Signing Officers) the Finance V.P., the Comptroller, and the CUSA Secretary.

Criteria for becoming a signing officer are as follows:

- 1) You MUST be a Concordia Undergrad, either full-time or part-time,
- 2) You must be a regular contributor to the group's activities,
- 3) You must be around the LGFC office frequently to sign forms if necessary, and be in close contact with the Coordinator.

People who are interested in becoming a signing officer should let the Coordinator know in the spring so that the various forms can be filled out in preparation for the summer and the coming year.

The normal period of Signing Officership is 1 year. This period can be extended indefinitely, as long as there is agreement between the parties involved, and as long as the Officer is still a student. Under certain conditions, an officer can relinquish her or his post before the normal period is over- but the "system" prefers infrequent changes.

There CAN be more than three signing officers, but this is not always a good idea in that it can lead to requisitioning without everyone knowing. To put it simply, a "tripod" is a naturally stable thing. Ultimately, it is up to the parties involved. But keep in mind the tripod...

Operational Details:  
3- REQUISITION FORMS

These are the basic tools. Included with this manual is an example of each kind of requisition which LGFC will use. Each will be described, along with instructions about filling them out.

The most common form is the generic REQUISITION FORM. Let's go through one step by step:

- 1) Put in the date
- 2) In the FROM/DE section, write out, "Lesbian and Gay Friends"
- 3) The BUDGET NUMBER for LGFC is 820. Beside it, write in the name of the category which relates to your requisition. Ask the Comptroller if there are CODES which correspond to each budget category, so you can use them in future requisitions.
- 4) In the DESCRIPTION section, you must give all the details about what you are requisitioning and why, and give exact dollar figures.
- 5) Check off the "PICK-UP" box under most circumstances, even if it is cheque which will ultimately be mailed. The reason for this is that it is better to mail things out yourself than run the risk of having the cheque sit in a file folder in someone's office without your knowledge. This may change if it is a Purchase Order or an Internal Transfer which you are requisitioning. (read on...)
- 6) To/A: The name of the person or company or organisation you are dealing with.
- 7) TWO AUTHORISED SIGNING OFFICERS must put their signatures in the appropriate box, plus the telephone number for LGFC (loc. 7414).
- 8) In the UPPER RIGHT HAND CORNER, you will see the Cheque/Purchase Order/Internal Transfer boxes. Check off the one which suits your requisition. An outline of these follows:

CHEQUES are used to pay for subscriptions, reimbursements, and honorariums. They are sometimes used for payment for services or goods LGFC receives, but normally, these two things fall under the "Purchase Order" section.

Different things can be done with cheques. If someone is being reimbursed for money which she/he has spent on LGFC (i.e., fronting money for a Coffeehouse), the money can be released by requisitioning a cheque and providing ALL RECEIPTS to the Comptroller. Remember, LGFC must justify all cheques with some "proof of purchase". Normally, in the case of coffeehouses, money can be released before the event by filling out a req. form,

ticking off the Cheque box, and filling in the Description box with the following: "CASH ADVANCE to cover purchases for (example, Coffeehouse)". Write in the amount you will need, and say "To (Person's name). ALL RECEIPTS WILL BE PROVIDED WITHIN ONE WEEK". This is standard CASH ADVANCE procedure- to advance money, say that you will provide receipts soon after receiving the cheque. The receipts will be proof of purchase. Remember that failure to provide the Comptroller with your proof of purchases may result in the unavailability of future cash advances. If you are renewing a subscription or something similar, just requisition a cheque and provide a copy of the subscription form, attached to the requisition form.

PURCHASE ORDERS are used when ordering things from other departments (i.e., supplies for a DANCE from SAGA FOODS). All businesses use purchase orders as a standard tool when taking orders. If you are buying something from the outside, get a quote of the price from the company, then requisition a purchase order addressed to the company. For more information about using Purchase orders effectively, consult with CUSA's Comptroller.

INTERNAL TRANSFERS are used when transferring funds within CUSA or the University. If LGFC must pay x amount of dollars to another department or club, just requisition the amount, specify the department (including the departmental address, if it is outside of CUSA), and check off the Internal Transfer box.

WHEN YOU HAND IN A REQUISITION FORM TO THE COMPTROLLER, detach the YELLOW COPY and keep it for LGFC's files. The white copy is the one which is the working copy, and it will remain in the files of the Comptroller.

## OTHER REQUISITION FORMS

There are 3 other kinds of requisition forms which LGFC will use, but less frequently than the standard req. form. These forms are: OFFICE SUPPLIES REQUISITION, LONG DISTANCE TELEPHONE CALL, and PRINTING REQUISITION.

An example of each of these forms is included with this manual.

All office supplies which LGFC uses will be ordered with the OFFICE SUPPLIES requisition form. It's not complicated at all to fill out- the usual Date, Association and Account number must be entered in the appropriate spaces. A SIGNING OFFICER must sign the form, at the bottom.

CUSA has just about everything LGFC needs in terms of office supplies in stock in the supply room. To order something, check with the Secretary to make sure what you want is in stock in the room- then, if it is, you can fill out the rest of the form (Quantity, Description). You do not need to know the UNIT COST or the total- these things will be taken care of by the Secretary and the Comptroller, and the amounts will be deducted from LGFC's budget at the end of the Budget Month. If there is something LGFC needs which is not in stock, the Secretary can order it for you.

Usually, most items can be picked up when you bring the requisition form to the Secretary. There may be times when you can't get things right away- but if there is a delay, it won't be for too long (a day or two), unless the item(s) desired must be placed on a special order.

LONG DISTANCE TELEPHONE CALLS can only be made up at CUSA with the help of the Secretary (the office telephone is "locked-off" against long distance calls). When you need to make a long distance call (FOR LGFC), go up and see the Secretary, and give all of the information needed (Area Code, Number called, where it is, etc.), The Secretary will then place the call for you, and help you fill out the rest of the spaces on the requisition form.

PRINTING REQUISITIONS must be used when having printing done at CUSAPRINT. When you drop off your original(s) at CUSAPRINT, the printer will help you fill out the form.

(If you must use the Concordia COPY CENTRE for making copies or to do some printing- a rare thing because of CUSAPRINT- see the Comptroller at CUSA and say that you need to make some copies at the Copy Centre. You will then be given a special Printing Requisition which is used only for the Centre. Follow any additional instructions which you are given.)

THINGS TO REMEMBER  
ABOUT REQUISITIONING:

1) ALL STANDARD REQUISITIONS (Req. Form, Printing Req., and very occasionally, the Office Supplies Req.) take 3 DAYS TO PROCESS- you cannot bring in a requisition form and expect to have results the same day. So PLAN AHEAD when requisitioning. The only form which can be reliably excluded from this is the Long Distance Telephone requisition.

2) SIGNING OFFICERS are the only ones who can sign the requisitions. For the standard requisition form, TWO are needed to sign, and for all the others, just one is needed. A requisition form WITHOUT the proper name(s) or on which lacks two names (when 2 are required) WILL NOT BE PROCESSED.

3) ALL REQUISITIONING will be recorded on the Monthly Budget Statements. This will allow everyone to review what has been spent.

OPERATIONAL DETAILS:  
4- POSTAGE, MAIL, and PHOTOCOPYING

Again, these things are available at the CUSA office. And again, SIGNING OFFICERS are the only members who have access to these things:

POSTAGE: When you have something to mail for LGFC, make sure it is properly addressed and bring it to the 6th floor CUSA office. There you will find an "outgoing mail" box. All of LGFC's mail goes out through here. Mail is picked up twice a day: 11:00 a.m. and 2:30 p.m. When you drop off mail, you must fill out the Postage Use logbook which is usually in the mailbox. In this logbook you will have to write the date, how many letters you are sending, and the cost for each as well as a total. A signing officer's signature must be added to the information already given.

MAIL for LGFC will come in twice a day (same times as the pick-up), and will be put into the LGFC mailbox by the CUSA Receptionist. Just ask the receptionist for the location of the mailbox- it's with the ones belonging to all of the other student associations.

PHOTOCOPYING for LGFC can be done by signing officers on the photocopy machine which is in the same office as the mail boxes. Again, information must be put into a logbook- how many copies, the total cost, as well as a signature. If you are in doubt as to the procedure, just consult with the Receptionist or the Secretary.

Normally, this photocopying machine is used just for making file-copies. Large-scale copying should be arranged in advance or done at the copy centre downstairs, with a Copy Centre requisition, available from the Comptroller.



OPERATIONAL DETAILS:  
5- THE OFFICE

Not everything in the office needs to be described fully- procedures there should be fairly self-evident, but some things need to be remembered:

The LIBRARY's books may only be signed out by Concordia Students with a valid I.d. card. Members of LGFC must make sure that they enter all of the appropriate information in the Library sign-out system, for obvious reasons: books must be kept track of, and returned when they are finished with. For Concordia U. students who are not members of LGFC, members should take it upon themselves to see that all of the appropriate information is filled out in the library sign-out book. Members should also ask to see an I.d. card- don't be afraid to do this. Look upon it as a part of the mechanics of the system. Remind them of their responsibility to return the book when they are finished with it.

The various newspapers and magazines to which LGFC subscribes can be read in the office, but not removed from this space. Think of this as a courtesy to other members, because people often look forward to reading new editions of a publication and then become frustrated when they realise it has been taken home by someone else. Also, by keeping publications in the office, their deterioration is prevented. Again, think of others.

Using the Telephone: Remember that Business has absolute priority over Personal in terms of the telephone. Like all other aspects of using the office, courtesy to other members must be exhibited- don't monopolize the telephone. If someone is making a personal call and another member needs to make an LGFC business call, then the personal caller should give up the phone until the business has been completed.

If someone calls and asks to leave a message for another member, please take down all the information, as well as a message- please write clearly so that the person to whom the message is directed will not have to spend time decoding what has been written. Remember to leave the message out where it can be found easily.

KEEPING THE OFFICE CLEAN is not something which people should be reminded of constantly. Everyone who uses the office space should pick up behind themselves: Don't leave magazines and books strewn all over. Also, please throw your garbage out- no-one should have to walk into the office and be faced with a clean-up before they can sit down. Think of LGFC's image, too- newcomers should be given as good an impression as possible.

## The Office Key

There is a key to the LGFC door available to all members. It is controlled by the Secretary up at CUSA. To use it, you have to be on the Key Access List, which is prepared by the Coordinator and kept in the Secretary's files. If you want your name added to the Key List, just notify the Coordinator, who will take care of adding your name to the list. You must be a Concordia Student to be on this list, however. When you want to use the key, go and see the Secretary. You will have to leave your valid student I.d. card in the CUSA Key Cabinet while you have the LGFC key.

Since many people will need to use the key, please remember that you must return it as soon as you have finished with it. If the CUSA Secretary has finished for the day when you want to bring the key back, you will have to wait until the next day to return it- but please do so as early as possible.

## Having Your Own Office Key

Members who are very active in organising and running LGFC are entitled to have their own office key. Ultimately, the O.K. can be given only by the Coordinator. Once this o.k. is given, the Secretary will order a key for you. When you order one, you must leave a \$5.00 deposit, which will be refunded when you return the key after your time with LGFC is over. IF YOU LOSE THE KEY, your \$5.00 deposit is forfeit and you will have to pay a \$20.00 PENALTY. Consider this as incentive to keep close track of your keys.

... More to come

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